

Supporting implementation of a new cloud-based enterprise software system

Our consultant assisted an academic medical center in creating a customized change management strategy during the university-wide implementation of the Workday software system for Human Resources and Finance. Their services included:

- Overseeing a team of 65 Change Champions to create department-specific people readiness plans and communication updates and to monitor and manage resistance to change.
- Developing and delivering supply chain procurement and end-user training plans.
- Providing support at go-live to track and resolve end-user issues.

Supporting the opening of a new 285,000 sq ft, 8-story outpatient center

Our consultants developed and managed a transition strategy to support a new 285,000 sq ft, 8-story outpatient cancer center at an academic medical center from the building activation phase through the first months of opening. Their support included:

- Assessing project and change impacts and developing transition management goals and strategy aligned to project goals.
- Developing and managing a Building Readiness plan that included on-site management of fit-out and activation processes.
- Developing and managing a People Readiness plan that prepared physicians, staff, and volunteers to work in the new facility.
- Establishing a Command Center to quickly report and resolve issues associated with the first weeks of operations.
- Identifying project lessons learned and recommending resources and processes for construction projects in the organization.

